



# Durham Non-Profit Housing

# 2013

## Newsletter

### General Manager's Message

By now many tenants have been able to speak with our consultants. Late last year it was decided to retain the services of an outside agency (Scott and Associates) to initiate a review of services offered, to review our resources (both human and financial) with the goal of determining if we are using our resources efficiently and based on financial limitations, how do we sustain them. Tenants are one of the many stakeholders in this process we call a 360 evaluation. Others include, office staff, site staff, board members and other housing providers etc. We hope to have some results of this evaluation and recommendations that we can share with everyone by the Fall. Sit tight.

This past Spring Durham Non-Profit experienced a kitchen fire. Fortunately, no one was hurt, though there was loss to personal property. Please be reminded of the following:

- Test that smoke alarms are working (change batteries annually, where required)
- Be alert when cooking and never leave food unattended
- Never leave lit cigarettes or candles to burn unattended
- Never leave children unattended with candles, matches or lighters
- Have a locked cupboard for combustible materials and dangerous tools
- Don't overload electrical circuits with too many appliances
- Develop and practice an escape plan with household members
- Know what to do if a person's clothing catches fire; stop, drop, cover and roll
- Get rid of items cluttering your home which no longer have any use...when these items block exits

and narrow hallways, they block escape for the occupant and access for fire fighters.

Also, I would encourage all tenants to purchase **tenant liability and contents insurance**. Many insurance carriers have packages available for \$12.00 a month. Experiencing a loss can happen in minutes, especially with grease boiling on the stove. With no insurance your future is uncertain, having to rely on community/friends for donations to replace belongings and for temporary shelter. With insurance, the tenant works with the insurer to find temporary housing and the cost is covered. No one has to experience a catastrophic loss. Please call this office if ever you need assistance in selecting an insurance carrier.

In 2014 we will be conducting another Tenant Satisfaction Survey. We would appreciate your feedback where you believe we can improve participation or the process generally.



Have a safe and fun-filled summer.

Bill Clapperton  
**Summer Safety Tips**

Balconies are popular in the warmer weather. They can also be a safety hazard for young children. Keep kids safe by limiting access to chairs, stools and other fun things to climb on and always enjoy the balcony with your child. A fun summer is what we all want for our families. Keeping kids safe is important to all of us!

Fun in the sun! Remember to use sun screen and to apply 2 TBSP of sun screen a half hour before going

outdoors, and reapply after activity or swimming. Babies under 6 months should not wear sun screen. Try to avoid the sun if you can between 10 am and 4 pm.

BBQs are fun but they are not allowed on balconies! Check your local parks for available BBQs for public use. Stay fire safe!

Pets are also sensitive to heat. Don't leave your pet in the car, even with the windows open, and remember to give your pet access to lots of water to stay hydrated.



Hot pavement and other walking surfaces can also injure pets' paws. Don't forget to **stoop and scoop** and dispose of your pet's waste in your own garbage!

There are exciting fireworks displays all over Durham Region so get out and enjoy them! We need to advise you that fireworks are not allowed on any of our sites.

## Message from Acting Manager, Tenant Services

Let me introduce myself! I am April McGinnis and I am the newest addition to the DRNPHC family!

I am very excited about getting to know you and creating a buzz in our communities. It is my aim to help make your home as welcoming as possible, by encouraging participation, creating opportunities for tenants to interact and make the most of our sites! I will be visiting over the summer months, so please feel free to introduce yourselves to me if you see me.

I want to give a shout out to all the staff at head office and on the sites – they work hard for you to provide the best possible communities to live and play. Of course, I am looking forward to working with all of you, both staff and tenants. Let's combine forces and let everyone out there see what an amazing group we are!

## Message from Finance

Easy ways to pay your rent! You can pay in cash, money order, pre-authorized payment, post-dated cheques, as well as telephone and internet payment options, for your convenience. Especially over the summer months when you may be on vacation, these options give you the flexibility you need to ensure prompt payment of rent.

Please note that telephone or internet payments may take up to 4 business days to process through your bank. To set up these options, contact us at 905-436-6610!

## Message from Housing Operations

### Energy Management Program

Durham Region Non-Profit Housing Corporation is pleased to announce that it is partnering with Windfall Centre, Veridian, Oshawa Public Utilities and Whitby Hydro in an energy management program.

The majority of the Corporation's sites will be involved in the program. Representatives will be conducting energy audits of the units and will provide some upgrades to help reduce energy consumption and utility costs. For our residents who pay their own utilities this will be of direct benefit to you.

Inspections will be starting the first week of July at Highbush Village, Pickering. The program will be rolled out over the next three or four months. Notices will be served at each site with more specific information.

*Have a safe &  
happy summer!*

*Terry Clayton,  
President  
Bill Clapperton,  
General  
Manager*